

MISSOURI DEPARTMENT OF TRANSPORTATION JOB OPPORTUNITY ANNOUNCEMENT

Date Posted: 01/11/2017
Application Deadline: 01/25/2017
Job Post ID: 9286
Job Title: Customer Service Representative / Senior Customer Service Representative
Min Monthly Salary: \$2,430.00 / \$2,744.00
Number Positions: 1
Location: Central District, 1511 Missouri Blvd., Jefferson City
District/Division: Central District / Communications
Human Resources Contact Number: 573-751-3172
Substitution of education for the experience requirement will be considered.

Waiver of minimum requirements may be considered.

General Summary:

--- Customer Service Representative ---

The customer service representative is responsible for receiving incoming telephone calls, e-mails and correspondence from the public, emergency agencies, and employees; conducts research to answer routine questions or to take action, and provides follow up to customers. Complex questions and nonstandard issues are referred to the appropriate personnel. Responsibilities are performed under moderate supervision.

--- Senior Customer Service Representative ---

The senior customer service representative is responsible for receiving incoming telephone calls, e-mails and correspondence from the public, emergency agencies, and employees; conducts research to answer questions or to take action, and provides follow up to customers. Complex nonstandard issues or special problems are referred to the appropriate personnel. Responsibilities are performed under general supervision.

Minimum/Required Qualifications:

--- Customer Service Representative ---

High School Diploma or GED/HiSET

Two years of experience in positions allowing broad exposure to providing customer service and performing clerical and computer work.

--- Senior Customer Service Representative ---

High School Diploma or GED/HiSET

Four years of experience in positions allowing broad exposure to providing customer service and performing clerical and computer work.

Supervisory Responsibilities:

--- Customer Service Representative ---

None

--- Senior Customer Service Representative ---

None

Special Working Conditions/Job Characteristics:

--- Customer Service Representative ---

--- Senior Customer Service Representative ---

Examples of Work:

--- Customer Service Representative ---

- Mails requested materials such as maps and information booklets to outside agencies and the general public.
- Researches department or district manuals, or makes inquiries to obtain answers to customer questions; informs customers of what actions are being taken with regard to questions or concerns.
- Notifies appropriate department personnel to act on customer concerns or emergency situations; follows up with appropriate department personnel to ensure response has been made to customer.
- Completes documentation regarding customer service activities and maintains customer database; compiles and provides requested information to department personnel.
- May work with Transportation Information Center staff to disseminate Intelligent Transportation System information to customers calling in or to department employees or emergency agencies responding to incidents.
- May be responsible for radio dispatch (base radio) for district operations; may handle over dimension permits.
- May help organize public and special events.
- May develop spreadsheets to manage mailing lists, speakers and events; may create databases to manage direct mailings as well as maintain district bulletin boards.
- May compile and maintain internal communication documents such as district telephone book and department performance records.
- Performs other responsibilities as required or assigned.

--- Senior Customer Service Representative ---

- Researches department or district manuals, or makes inquiries to obtain answers to customer questions; informs customers of what actions are being taken with regard to questions or concerns.
- Notifies appropriate department personnel to act on customer concerns or emergency situations; follows up with appropriate department personnel to ensure response has been made to customer.
- Completes documentation regarding customer service activities and maintains customer database; compiles and provides requested information to department personnel.
- Mails requested materials such as maps and information booklets to outside agencies and the general public.
- May work with Transportation Information Center staff to disseminate Intelligent Transportation System information to customers calling in or to department employees or emergency agencies responding to incidents.
- May provide training for department personnel in telephone techniques.
- May be responsible for radio dispatch (base radio) for district operations; may handle over dimension permits.
- May help organize public and special events.
- May write and distribute routine news releases.
- May create flyers and other publications to support community relations efforts.
- May create and update web pages and internal sites.
- May develop spreadsheets to manage mailing lists, speakers and events; may create databases to manage direct mailings as well as maintain district bulletin boards.
- May coordinate Adopt-a-Highway program and compile and maintain internal communication documents such as district telephone book and department performance records.
- Performs other responsibilities as required or assigned.

In order to be considered for this vacancy please go to the Missouri Department of Transportation [Employment Application System \(EAS\)](#) and submit an on-line application. Applications, and if applicable transcripts, must be received by no later than 11:55 pm of the closing date listed on the advertised vacancy.

Equal Employment Opportunity / Affirmative Action Employer, M/F/D/V